

Flooding

Be prepared!



This leaflet outlines who is responsible for reducing the risk of flooding and what you need to do to protect yourself and your property from flooding.

It also contains telephone numbers and websites for more information.



Canal &
River Trust



Environment
Agency



West Berkshire
COUNCIL

Flooding

The National Risk Register identifies that flooding is one of the most likely emergencies to happen with significant impacts in the UK. It is also forecast that with climate projections for the UK predicting warmer, wetter winters plus hotter, drier summers – with the rain in the summer more likely to be intense than what we currently experience, therefore increasing the risk of flash flooding. As a result, in the years ahead the flood risk is unlikely to reduce.

What can we all do about it?

Nobody can stop flooding entirely however a joint effort between the Council, the Environment Agency, Thames Water, Riparian Owners, residents, businesses, landowners and the community will help lessen the impact of flooding.

This requires having a greater awareness of local flood risks, the need for regular maintenance of drainage assets and watercourses by those responsible and everyone being prepared. to respond to a flooding incident, should it happen.

West Berkshire Council has prepared a [Local Flood Risk Management Strategy](#) to set out the principles of flood risk management and steer future flood risk management proposals.

West Berkshire Council has also prepared a [Strategic Flood Risk Assessment](#) to aid in the selection and development of sustainable sites away from vulnerable flood risk areas.

It is essential to know who is responsible for what and what to do before, during and after a flood. This leaflet provides information to help so everyone can do their bit and know who to report to if there is a problem.

Types of Flooding:

River Flooding

River flooding, or fluvial flooding, happens when a river cannot cope with the amount of water draining into it from the surrounding tributaries or land. As a result, rivers and streams naturally overtop their banks onto their floodplains. In West Berkshire, there are several watercourses running through our area, including some very rare and unique chalk streams. These rivers can result in properties situated on their natural floodplains being flooded during periods of heavy and/or prolonged rainfall or due to rising river levels.

Surface Water Flooding

Surface water flooding, or 'flash flooding,' occurs during periods of extremely heavy rainfall, often over short periods. This can be due to drains being blocked, or the ground being either already saturated or extremely dry so the water cannot soak away causing runoff from the increased volume of water. This can lead to 'flash flooding' in areas not normally prone to flooding. It is difficult to predict where this type of flooding may occur and therefore it is also difficult to protect properties.

Groundwater Flooding

Groundwater flooding is caused as a result of excess rainwater filling up aquifers after it has filtered through the soil. How far below the surface it goes depends on various factors relating to the area you live in, including the geology of the land. The rivers Pang, Lambourn and Kennet are normally fed by groundwater from the aquifers.

The Environment Agency monitors groundwater levels and issues Groundwater Flood Alerts in the Lambourn and Pang areas when there is a risk of water in the aquifer coming out where it would not normally do, causing groundwater flooding and often forming new streams.

The first sign of groundwater levels rising will be evident as flooding in low points such as below floors /cellars or water ponding in low-lying land or ditches.

Sewer Flooding

Sewer flooding occurs when a sewer network cannot cope with the volume of water entering it or when the pipes within the network become blocked (this can be due to debris, siltation, root ingress, pipe collapse, etc.). Sewers generally fall under the category of surface water, foul, or combined dependent on their original designation.

Highways Flooding

Highway flooding is caused by heavy rainfall often coupled with blockages to drains, gullies or roadside ditches, causing water to pond within the highway. You can report issues associated with highway flooding here: [Report a Problem on a Road or Pavement - West Berkshire Council](#)

Flooding from canals, reservoirs, ponds, or artificial sources

Canal and reservoir flooding occurs when there is a complete or partial failure of the canal or reservoir embankment or structure. This type of flooding may be caused by seepage erosion, overtopping of the canal or reservoir embankment or accidental damage to containment structures.

Whilst these types of flooding are very rare, the result of the failures can be significant. Reservoirs and canals have the potential to give rise to a sudden escape of large volumes of water, whilst burst mains can result in similar issues and constant flow of water unexpected and vulnerable locations.

Water Mains Flooding

Burst water mains occur when water supply pipes are either disturbed during excavations, or due to failures typically associated with degradation. Burst Water mains are not typically defined as a source of flooding but are often reported as such.

Who is responsible for what?

Drainage Systems

- 1. Drains** are pipelines that move foul sewage or surface water runoff from a single property to a sewer. A drain is still a drain until it joins a sewer, even if it passes outside the property boundary. Maintenance is the responsibility of the property owner.
- 2. Lateral Drains** connect drains from multiple properties to the sewer system typically within the extent of the property boundaries. Whilst some lateral drains may be under the responsibility of sewerage companies, many have remained under private ownership.
- 3. Highway gullies & kerb drains** receive surface water runoff from the highway. These gullies trap silt and minor debris and are linked to highway drainage systems. They often have some water sitting in them. Maintenance is normally the responsibility of West Berkshire Council except along private roads where responsibility may fall to respective maintenance companies.
- 4. Highways drains** are pipelines that move surface water runoff from the public highway only. Highway drains discharge to public sewers, rivers, and other water courses. Maintenance is the responsibility of West Berkshire Council but only within the highway boundary.
- 5. Highways grips** are small channels cut through highway verges to convey surface water runoff from the highway directly to roadside ditches or watercourses. Maintenance is the responsibility of West Berkshire Council, even if the ditch is under riparian ownership.
- 6. Sewers** are pipelines that move foul sewage, surface water runoff or combined flow from more than one property. They are normally the responsibility of Thames Water.

7. **Culverts** are pipelines usually of large diameter (450mm or greater) that move surface water, land drainage, or river water through a catchment area to an outfall such as a river or other watercourses. Many watercourses have been culverted.

Maintenance is generally the responsibility of the Riparian Owner except where they pass under highways where responsibility passes to West Berkshire Council. Thames Water is responsible for the maintenance of some culverts but not in all cases. The Canal & River Trust is responsible for Culverts passing under canalized sections of the River Kennet.

8. **Manholes** are chambers constructed on sewers at changes of direction or level in the pipeline for the purpose of gaining access for maintenance. For manholes on public sewers, maintenance is the responsibility of Thames Water.
9. **Inspection Chambers** are chambers constructed on drains at changes of direction or level in the pipeline for the purpose of gaining access for maintenance. Maintenance is the responsibility of the owners.
10. **Trash Screens** are metal grills fixed across the entry points to culverts to prevent children and animals from gaining access and to prevent debris from being washed in. Maintenance depends on the precise location and owner but is usually the responsibility of either Thames Water or West Berkshire Council.
11. **Balancing Ponds** are large concave areas of open land designed to temporarily store excess surface water when a rainstorm generates runoff above the capacity of the piped system. Responsibility for maintenance varies and may be Thames Water, West Berkshire Council, National Highways, or private landowners.

Open Watercourses

- 1. Ditches** are channels, usually man-made, cut for the purpose of conveying surface water runoff to streams and rivers. Maintenance is the responsibility of Riparian Owners.
- 2. Roadside Ditches** are the responsibility of the adjacent landowner even if they are outside the property boundary. Maintenance is the responsibility of Riparian Owners. The only exception is if they have been dug by the Highway Authority - either West Berkshire Council or National Highways depending on who maintains the road, specifically for the purpose of draining the highway.
- 3. Streams** are usually naturally occurring watercourses that tend to meander through open land, receive surface water from the surrounding land and ditch networks, and discharge to the river system. These streams are known as 'ordinary watercourses' under the Land Drainage Act 1991. Maintenance is the responsibility of Riparian Owners.
- 4. Main Rivers:** There are seven main rivers that flow through West Berkshire. They are the Rivers Thames, Kennet, Lambourn, Pang, Enborne, Foudry Brook, and Sulham Brook. The maintenance of these rivers is the responsibility of the Riparian Owner. The Environment Agency has permissive powers to carry out maintenance on these rivers, where funding and resources allow.
- 5. Floodplains** are a natural feature and are defined as an area of land along the course of a river valley that has historically been the subject of flooding. 7% of West Berkshire is in floodplain. The responsibility for floodplains remains with the landowners.

6. **Canal:** The Kennet & Avon Canal which passes through West Berkshire takes two forms. The major part was entirely man made whilst the remainder was formed by canalising the existing River Kennet. There are 34 locks, 29 sluices (4 of which are automated), and 16 weirs in the West Berkshire Council area. Maintenance of the canal is the responsibility of Canal & River Trust. During times of flood, a team of operatives are responsible for water control. They also have a volunteer group on standby to deploy flood warning sleeves onto the locks. Responsibility for maintenance of the river Kennet, where not canalised is the responsibility of the Riparian Owners.
7. **Sluices** are control structures on watercourses, primarily on rivers and canals. They were constructed to control water levels and flow volumes. Maintenance is the responsibility of the individual landowners. In some circumstances, the Environment Agency has certain powers or agreements to operate the sluices.



Marsh Benham Lock along the Kennet & Avon Canal

Land Drainage Responsibilities and Riparian Land Owners

Land Drainage Authority

West Berkshire Council is the local Land Drainage Authority under the [Land Drainage Act 1991](#). The Act gives the Council the power to deal with obstructions in ordinary watercourses where that obstruction to the flow of water creates a risk of flooding.

To use their powers, the Council has a policy relating to the formal action process which includes service of notices on landowners through to doing the works and then recovering the costs from the Riparian Owner.

Riparian Owner

You are a Riparian Owner under common law if any river or watercourse lies within or adjacent to the boundaries of your property. Where a watercourse is between your property and an adjacent property you may have joint riparian responsibilities. The watercourse may range from a reasonable-sized ditch, stream, or river with a constant flow to nothing more than a depression that carries water infrequently. Watercourses may also have been piped or culverted, but the Riparian Owner's responsibilities still apply.

Responsibilities of Riparian Owners

You are responsible for:

- Reporting incidents to the Environment Agency using their Incident Hotline to report flooding, blockages, pollution, unusual changes in the flow of water and damaged banks.

You are also responsible for:

Let the water flow naturally:

- Remove blockages from your watercourse or cut back trees and shrubs on the bank if they could obstruct or affect a public right of way or could reduce the flow or cause flooding to other landowner's property.
- Leave all other trees, branches, and shrubs – they can help prevent flooding by varying the shape and flow of the channel and reducing erosion.
- Keep any trash screen, weir, mill gate, or other structure clear.
- Do not go inside a culvert. People could become trapped or poisoned by gases. If it needs clearing or repairing contact the risk management authority for advice.

Prevent Pollution:

- Don't throw waste water, chemicals, or anything else that could cause pollution on the banks or in the water.
- Riparian Owners must apply to use herbicides within one meter from the top of the bank or the watercourse.
- Remove litter from the banks.
- Remove animal carcasses – contact your local council if you need advice.
- Don't put garden waste, including grass cuttings, on the banks or into the water.

Protect Wildlife:

- Must not disturb certain species or their habitats, including the bed and banks.

- Must not disturb birds and their nests.
- Must not disturb the spawning or eggs of salmon, trout, or other fish.
- Must prevent invasive species such as Japanese knotweed from spreading into the wild or onto neighbour's land.

Manage Flood Risk:

15. The riparian owner has the right to protect their property from flooding and erosion but must:
- Get permission to build anything in or around the watercourse.
 - Not build anything that could divert water and increase flood risk to other people's property.

For more information, please refer to the Environment Agency's [Guidance on owning a Watercourse](#), or West Berkshire Council [Guidance Ditches Explained.pdf \(westberks.gov.uk\)](#)



Bucknell Meadow, Purley on Thames during the 2013/14 flooding

Planning Policies & Flood Prevention

The West Berkshire Core Strategy (2006-2026) details West Berkshire's approach to preventing the risk of flooding from new /proposed developments.

Policy CS 16 – Flooding

Developments within areas of flood risk from any source of flooding will only be accepted if it is demonstrated that it is appropriate at that location and that there are no suitable and available alternative sites at lower flood risk.

When the development has to be located in flood-risk areas, it should be safe and not increase flood risk elsewhere, reducing the risk where possible and taking into account climate change.

Proposed developments will require a Flood Risk Assessment for:

- Sites of 1 ha or more in Flood Zone 1.
- Sites in Flood Zone 2 or 3.
- Critical Drainage Areas.
- Areas with historic records of groundwater and/or surface water flooding.
- Areas near ponds or the Kennet and Avon Canal, that may overtop.
- Sites where access would be affected during a flood.
- Areas behind flood defences.
- Sites with known flooding from sewers.

Development will only be permitted if it can be demonstrated that:

- Through the sequential test and exception test (where required), it is demonstrated that the benefits of the development to the community outweigh the risk of flooding.

- It would not have an impact on the capacity of an area to store floodwater.
- It would not have a detrimental impact on the flow of fluvial flood water, surface water or obstruct the run-off of water due to high levels of groundwater.
- Appropriate measures required to manage any flood risk can be implemented.
- Provision is made for the long-term maintenance and management of any flood protection and or mitigation measures.
- Safe access and exit from the site can be provided for routine and emergency access under
- both frequent and extreme flood conditions

On all development sites, surface water will be managed in a sustainable manner through the implementation of Sustainable Drainage Methods (SuDS).

Sustainable Drainage Systems (SuDS)

SuDS offer a more natural approach to managing drainage systems in and around properties and developments than traditional drainage systems. They are designed to temporarily store water during storm events, reduce peak flows and reduce surface water runoff, by mimicking the natural cycle of water management by retaining water where it lands.

The Flood and Water Management Act 2010 introduced SuDS systems into law and requires that new major developments, major re-developments and developments in areas subject to flood risk include sustainable surface water drainage proposals. All development should consider the implementation of SuDS. These drainage proposals must then be approved by West Berkshire Council as the Lead Local Flood Authority.

The West Berkshire drainage team is the official SuDS consultee for planning applications. The drainage team is responsible for ensuring SuDS are used in new major developments, re-developments and developments in areas subject to flood risk according to the non-statutory technical standards for SuDS, and in conjunction with the National Planning Policy Framework and Planning Practice Guidance. [Sustainable Drainage Systems \(SuDS\) - West Berkshire Council](#)

On all development sites, surface water will be managed in a sustainable manner through the implementation of Sustainable Drainage Methods (SuDS). More information on SuDS here: [An Introduction to Sustainable Drainage Systems \(SuDS\) \(thefloodhub.co.uk\)](#)

What the Council does before and during a flood....

Before any Emergency, including flooding, the Council prepares by:

- Having an Emergency Response Framework which is exercised and regularly reviewed.
- Having an Adverse Weather plan including an annex on flooding.
- Training staff on how to respond to an emergency.
- Working with our partner responders to identify risks and ensure that there is a coordinated response including the Met Office and the Environment Agency.
- Encourage landowners, homeowners, and businesses to take action to reduce the impact of flooding on their own properties.
- Work with community flood forums and groups to develop their own community emergency and flood plans.

Flood Forums are made up of a core of local people who act as a representative voice for their wider community. They work voluntarily to help reduce flood risk by identifying key issues and encouraging the development of solutions. To do this they work in partnership with agencies and authorities that manage flood risk.

In West Berkshire Flood Forums engage with West Berkshire Council, Thames Water and the Environment Agency.

Flood Forums in West Berkshire:

- [Pang Valley Flood Forum](#)
- [Lambourn Valley Flood Forum](#)
- [Newbury Flood and Drainage Action Group](#)

Community Flood Wardens are completely voluntary and can consist of a single person or several people acting as volunteers to help raise awareness of any flood risk in their community. They help pass on flood warnings when they are issued, help prepare for flooding and to help vulnerable people both during and after flooding has occurred. Most flood wardens will be a part of the local Flood Forum.

Flood Wardens play a key role in assisting the Environment Agency, Thames Water, and West Berkshire Council by providing them with local information and flood conditions on the ground.

The following Parish/Town Councils have their own Flood Wardens:

- Beach Hill and Mortimer
- Boxford
- Bradfield
- Bucklebury
- Cold Ash
- East Garston
- East Illsley
- Eastbury
- Great Shefford
- Hampstead Norreys
- Lambourn
- Midgeham
- Newbury
- Pangbourne
- Pingewood
- Purley-on-Thames
- Stanford Dingley
- Streatley
- Thatcham
- Theale
- Welford
- West Illsley
- Winterbourne



Purley on Thames Flood Warden during the 2013/14 flooding

When the Council is warned of potential flooding then actions as detailed in the Adverse Weather Plan will be put in place which may include:

- have staff and contractors on standby.
- prepare more equipment and resources for us to respond based on the information received.
- warn any specific areas that may be affected if they are known;
- alert communities to prepare.
- alert the local community flood wardens in at-risk communities.

If significant flooding happens or is expected then the Council will:

- Open our Emergency Operations Centre (EOC).
- Deploy staff to the affected areas.
- Deploy contractors and equipment where appropriate.
- Work together with all the other emergency responders including the Environment Agency, Canal & River Trust, Thames Water, Thames Valley Police, the Fire & Rescue Service, and others.
- Set up communication links with the areas affected, including Parish Councils, community groups, and nominated flood wardens.
- After the flooding, the Council will support the communities in the clear-up process.

The Council, and other responders, have limitations however and in wide-scale flooding events simply cannot get to all places flooded or those at risk of flooding.



River levels on the River Kennet at Newbury in 2014

The Council **does not** have the responsibility to:

- Protect individual homes and businesses.
- Protect gardens or other land at risk of flooding.
- Provide sandbags.

These are the responsibilities of the owners of the property. As a result, individuals should make sure they are as prepared as possible and have a plan for flooding just as you should have a plan for a fire.

Sandbags are considered by many as a defence against flooding, but according to research by the Environment Agency and the National Flood Forum, their effectiveness is questionable. Therefore, in order to protect your property owners are actively encouraged to invest in property level protection when in known flood risk areas.

The Council's sandbag policy can be found here:
<https://www.westberks.gov.uk/flooding>

What YOU should do to prepare yourself, your home or businesses from flooding:

Your responsibilities...

- Identify if you are living in a flood risk area by visiting the [Environment Agency - Check the flood risk in your area.](#)
- Put in place your own flood defences – making sure that anything you put in place should not cause flooding of someone else's property.
- Have property level protection available such as airbricks and flood gates and know how to use them.
- Arrange adequate insurance cover for your property and possessions, keeping your policy on hand and protected from flooding.
- Have a plan in place so you know what you and your family will do.

Be Prepared:

If you live in an area susceptible to flooding:

- Register to receive flood warnings and alerts from the Environment Agency either phone Floodline on **0345 988 1188** or visit [Environment Agency - sign up for flood warnings](#) to register.
- Check your local flooding outlook for any flood warnings in place and river levels in your area on - [Live Flood Warnings.](#)
- Keep a list of useful numbers to hand including insurance details.
- Have a flood plan for your home so you know what to do if you are warned of flooding or experience it.
- Know how to turn off the gas and electricity safely.
- Consider when to move your car to an area that will not be flooded.

- Make up an emergency kit which should include items that can be used in times of flooding. This could include:
 - Copies of your home insurance documents.
 - A torch with spare batteries/ & phone charger pack
 - A wind-up or battery radio
 - Warm, waterproof clothing and blankets
 - Wellingtons, rubber gloves
 - A first aid kit and any prescription medication
 - Bottled water and non-perishable foods
 - Pet foods
 - Baby food and baby care items
 - A list of important contact numbers.
- Have purpose-made flood defence equipment or practical DIY flood prevention kits such as ply board with plastic sheeting (compost bags can be useful) prepared to block doorways, toilet reverse valves and air vents.
- Several companies sell purpose-built door, window & airbrick covers. The Environment Agency and National Flood Forum websites have some information and a guide on flood defences [Temporary and Demountable Flood Protection Guide](#) and the [National Flood Forum website](#) have information on products and how to protect your property.
- Check to see if you have a community emergency group and/or flood wardens in your area and make sure you have their details and they have yours so you can get updates – or get involved.
- Look at [West Berkshire Council – Preparing for Emergencies](#) for more information on how to prepare yourself for an emergency.

What YOU should do if flooding occurs:

Do Not...



- Do not allow children or pets to play in flooded areas.
- Do not use electrical equipment that has been exposed to floodwater until checked they are safe to use.
- Do not use food that has been in contact with flood water. Throw it away.
- Do not use contaminated water to drink, wash or prepare food.
- Do not throw rubbish into watercourses or leave debris on banks.
- Do not allow polluted 'runoff' from your property into ditches or watercourses.
- Do not dispose of damaged goods until your insurance company has inspected them. Take photos where possible and safe to do so.
- During the recovery phase, beware of bogus traders offering assistance.
- Always get written quotations on Headed Paper. Landline telephone contact numbers and registered address. Never pay in advance and only pay when satisfied.


What YOU should do if flooding occurs:

Do...

- Stay Calm and follow directions from flood warnings and the emergency services
- For river flooding, listen to local flooding forecasts, and for further advice call the Floodline Service at 0345 9881188 press option 1 then enter the quick dial number for your local river. These numbers are listed later in this document and are on the Environment Agency Website.
- Listen to the local radio for up-to-date news on the flood before, during, and after for advice as to what you should do.
- Check that neighbours or any vulnerable members of your community are aware of any flood warnings issued.
- Turn off gas & electricity supplies. Remember not to turn them on until your property has been properly inspected.
- Store valuable or sentimental possessions as high as possible or upstairs if you can.
- Find a place to move pets to.
- If you live in a bungalow, caravan, or any dwelling without an upstairs and you find yourself in difficulty alert the emergency services early so that you can be evacuated.
- If you are trapped by floodwater stay by a window and try to attract attention.
- If you move out to stay with family or friends do let neighbours and family know as soon as possible to prevent concern.
- Contact the police to let them know you are not in your property.
- Assume flood water contains sewage. Wear protective clothing such as rubber gloves if you're cleaning up and cover up any cuts and grazes.
- Call your doctor if you show any symptoms such as diarrhoea or vomiting after a flood.
- Recover from the flood and repair your building.
- Arrange alternative accommodation if your home or property is uninhabitable.
- Keep detailed records of damaged items for insurance purposes.
- Dispose of debris, furniture, and other flood-damaged items from your home in a legal manner.

Know the Flood Warning Codes

	What it means	When it is used	Advice to the public
	<p>Flooding is possible. Be prepared.</p>	<p>Two hours to two days in advance of flooding.</p>	<ul style="list-style-type: none"> • Be prepared to act on your flood plan. • Prepare a flood kit or essential items. • Avoid walking, cycling or driving through flood water. • Farmers should consider moving livestock and equipment away from areas likely to flood. • Call Floodline for updated information. • Monitor local water levels on the EA website.
	<p>Flooding is expected. Immediate action required.</p>	<p>Half an hour to one day in advance of flooding.</p>	<ul style="list-style-type: none"> • Protect yourself, your family and help others. • Move family, pets and valuables to a safe place. • Turn off water, gas and electricity supplies if safe to do so.

			<ul style="list-style-type: none"> • Put flood protection equipment in place. • If you are caught in a flash flood, move to higher ground. • Call Floodline for up-to-date information.
	<p>Severe Flooding. Danger to life.</p>	<p>When flooding poses a significant risk to life or significant disruption to communities.</p>	<ul style="list-style-type: none"> • Stay in a safe place with a means of escape. • Be ready should you need to evacuate from your home. • Co-operate with the emergency services. • Call 999 if you are in immediate danger. • Call Floodline for up-to-date information.
<p>Warning no longer in force</p>	<p>No further flooding is currently expected for your area.</p>	<p>When a flood warning or severe flood warning is no longer in force..</p>	<ul style="list-style-type: none"> • Flood water may still be around and could be contaminated. • If you've been flooded, ring your buildings and contents insurance company as soon as possible.

Quickdial numbers for local river flooding forecasts, phone Floodline 0845 988 1188, select Option 1 then enter the relevant Quickdial number	Quick Dial for flood warning areas only	Quick Dial –for flood alert area which covers all the flood warning areas
River Pang & Sulham Brook		
River Pang for Frilsham, Stanford	171033	171102
Dingley and Bradfield	171034	
River Pang at Bucklebury	171035	
River Pang at Tidmarsh	171036	
River Pang at Pangbourne	171037	
Sulham Brook for Theale	171039	
Sulham Brook for Sulham including Sulham Lane for the Tidmarsh area	171101	
Sulham Brook at Pangbourne	171004	
River Kennet		
River Kennet from Mildenhall to just above Hungerford River Kennet from Mildenhall to just above Hungerford including Ramsbury and Chilton Foliat	171005	171008
River Kennet and its tributaries at Hungerford River Kennet, the River Dun and the River Shalbourne at Hungerford and Eddington	171006	
River Kennet from Denford down to Marsh Benham River Kennet from Denford down to Marsh Benham including Kintbury	171007	
River Kennet at Newbury River Kennet at Newbury including the confluence with the River Lambourn south of the A4	171009	
River Kennet for Thatcham and Colthrop Properties closest to the River Kennet at the Burghfield, Southcote, Coley and Holybrook areas.	173149	

River Kennet from Theale down to Reading River Kennet from Theale down to Reading including Burghfield, Calcot, Southcote and The Oracle	171012	
River Lambourn		
River Lambourn from Upper Lambourn to Great Shefford River Lambourn from Upper Lambourn to Great Shefford including Lambourn, Eastbury and East Garston	171014	171017
River Lambourn from Weston to Bagnor including Boxford River Lambourn from Weston to Bagnor including Easton, Boxford, Woodspeen and Winterbourne on the Winterbourne Stream	171015	
River Lambourn from Donnington to Newbury River Lambourn from Donnington to the Shaw area north of the A4 in Newbury	171016	
River Enbourne		
River Enborne from Gore End down to Aldermaston River Enborne from Gore End down to Aldermaston including the Ecchinswell Brook and Kingsclere Brook	171018	171021
Foudry Brook		
Foudry Brook from Stratfield Mortimer to Green Park	171019	171021
River Thames		
River Thames at Goring and Streatley River Thames from Cleeve Lock to Child Beale Park, above Pangbourne, including Goring and Streatley	171329	171331
River Thames at Purley Village	171212	171215
River Thames at Pangbourne and Whitchurch	171211	

Groundwater Flood Alert Codes

Groundwater flooding in West Illsley, East Illsley, Compton, Chilton and West Hagbourne	Areas at risk of groundwater flooding in West Illsley, East Illsley, Compton, Chilton and West Hagbourne	171904
Groundwater flooding in the Lambourn area	Communities at risk of groundwater flooding in the Lambourn area	171903
Groundwater flooding in the Great Shefford area	Communities at risk of groundwater flooding in the Great Shefford area	215008
Groundwater flooding in the Leckhamstead area	Communities at risk of groundwater flooding in the Leckhamstead area	215009



Pangbourne during the 2013/14 flooding

Useful Contacts and Links

West Berkshire Council

[Emergency Planning - West Berkshire Council](#)

01635 551111

[Report a Problem on a Road or Pavement - West Berkshire Council](#)

Environment Agency

General Enquiries: **03708 506 506** (Mon-Fri 8am-6pm)

Incident hotline: **0800 807060** (Freephone* 24 Hour) – to report flooding or pollution.

Floodline: **0345 988 1188** (24 hour service) - to speak to an operator for advice, listen to local river flooding forecasts and sign up to receive Flood Warnings.

- [Environment Agency - Check the flood risk in your area](#)
- [Environment Agency - sign up for flood warnings](#)
- [Live Flood Warnings](#)
- [River levels](#)

Thames Water

[Emergencies](#)

24 hour customer service team: **0800 316 9800**.

Met Office

<https://www.metoffice.gov.uk/>

Contact the Met Office for information about the forecasts, products, services, or any other enquiry on **0370 900 0100**.

Canal and River Trust

0303 040 4040 (Mon-Fri 8am-6pm and Sat, Sun & Bank Holidays 9am-5pm). Emergency Number: **0800 479 9947**

Other useful websites:

Flood Risk

- [National Risk Register 2023 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/national-risk-register-2023)

Legislation

- [Land Drainage Act 1991](https://www.legislation.gov.uk/ukpga/1991/24)
- [Flood and Water Management Act 2010 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2010/23)

Riparian Owner Guidance

- [Guidance on owning a Watercourse.](https://www.gov.uk/guidance/owning-a-watercourse)
- <https://www.gov.uk/guidance/owning-a-watercourse#owners-your-responsibilities>

SUDS

- [Sustainable Drainage Systems \(SuDS\) - West Berkshire Council](https://www.westberks.gov.uk/council/council-services/sustainable-drainage-systems)
- [An Introduction to Sustainable Drainage Systems \(SuDS\)](https://www.westberks.gov.uk/council/council-services/sustainable-drainage-systems)

Flood Forums

- [Pang Valley Flood Forum](https://www.pangvalleyfloodforum.co.uk)
- [Lambourn Valley Flood Forum](https://www.lambournvalleyfloodforum.co.uk)
- [Newbury Flood and Drainage Action Group](https://www.newburyfloodanddrainageactiongroup.co.uk)

Property Flood Protection Information

- [Temporary and Demountable Flood Protection Guide](https://www.gov.uk/guidance/temporary-and-demountable-flood-protection-guide)
- [National Flood Forum website](https://www.nationalfloodforum.org)